

## Water Park Internal Rules

### GENERAL PROVISIONS

1. **Water Park** it is health improvement, leisure and entertainment complex, located at V. Kudirkos Str. 45, Druskininkai, consisting of sauna area, swimming pools and water slides area, as well as other areas.
2. **Water Park operator** (hereinafter referred to as the Operator) is UAB „Grand SPA Lietuva“ (registered address V. Kudirkos Str. 45, Druskininkai, legal entity code 152004570, VAT code LT520045716, registrar is State Enterprise Centre of Registers Alytus Branch).
3. **Visitor** is any person being in Water Park who acquired ticket according to the procedure established by the Operator, received permit or by other means established by the Operator entered the Water Park.
4. These rules establish the Water Park visitors' service (service provision) procedure, mandatory safety, hygiene and other requirements for visitors, the Water Park Operator's and visitors' rights, duties and responsibilities. The Water Park rules are established in order to ensure pleasant rest, good mood in the Water Park for each visitor and avoid misunderstandings, injuries or other incidents.
5. These rules apply to all visitors. Each visitor must follow the requirements set out in these rules.
6. **Each visitor who has entered the Water Park confirms that he got acquainted with the Water Park's internal rules and undertakes to unconditionally follow them.**
7. **Each visitor being inside of the Water Park undertakes to follow rescuers' instructions and, if necessary, to turn to him for help or information.**

### GENERAL PART

8. The right to use the Water Park services have persons not younger than 4 years old, taking into account exceptions set out in these rules.
  9. Children under 13 years old (inclusive) and disabled persons can enter the Water Park only if accompanied by adult carers.
  10. For children's under 13 years old (inclusive) and disabled persons' health and life their accompanying adults are responsible:
    - 10.1 Clients who do not live in UAB „Grand SPA Lietuva“, before purchasing tickets to the Aqua Park, must indicate the data of minors (name, surname, age) by signing these rules.
    - 10.2. Clients residing in UAB „Grand SPA Lietuva“, indicate the data of minors (name, surname, age) on the guest's registration card at the time of arrival and get acquainted with the rules of aqua park.
- AQUA PARK DOES NOT ASSUME RESPONSIBILITY FOR NON-FULFILLMENT OF THIS OBLIGATION AND FOR THE CONSEQUENCES OF NON-COMPLIANCE WITH THE OBLIGATION ABOVE .**
11. Prices for tickets to the Water Park are established by the Operator. Ticket prices are provided at the Water Park cashier's desks and on the website **www.grandspa.lt**
  12. Visitors can purchase tickets in cashier's desks located in the Water Park.
  13. **Tickets may be temporarily not for sale:**
    - 13.1. Due to technical reasons.
    - 13.2. If all individual storage lockers are occupied.
    - 13.3. Due to other unforeseen cases occurred under work.
  14. Due to technical reasons, it may be temporarily forbidden to use jacuzzi, water slides, wave pool, saunas, and so on in the Water Park. In that case, the ticket price is not recalculated and the money are not repaid to the visitor. Information about the limitations associated with the services is provided in the Water Park cashier's desks.
  15. The Operator has right to ask visitors wishing to purchase a reduced ticket to submit their identity document confirming their age or other document with photo confirming visitor's status or right to a discount (certificate confirming disability, secondary school or higher education student card, etc.)
  16. In case of doubt about the age of the visitor, Water Park registrar has the right to require the visitor to submit identity document (passport, secondary school or higher education student card, etc.)
  17. Taking into account the visitor's age and other criteria set out in these rules, Water Park registrar issues to each

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person who acquired ticket or has permit/invitation an individual electronic bracelet.

18. Electronic bracelets are not issued to children under 4 years. For visitors from 4 to 13 years old (inclusive) green electronic bracelets are issued. **For these visitors credit is not provided!** For customers from 14 to 18 years old blue bracelets are issued and 150 euro credit is provided. For customers older than 18 years blue bracelets are issued and 150 euro credit is provided. Blue bracelets are issued to hotel guests, every day 150 euro credit is provided, at the client's request the credit is included into the hotel room bill. **Issuing of ticket indicates that the visitor is aware about the credit provided to him and obligates to pay used credit amount when leaving!**
19. **For credit of children from 14 to 18 years old parents are responsible and undertake to pay it!**
20. After the credit has been used, each Water Park visitor can increase the credit at the registrar's workplace by paying either by cash to own account or with credit card the amount which cannot exceed the amount established by the Operator.
21. After receiving the electronic bracelet, the Water Park visitors must enter through the entrance gates by one touching with the bracelet the scanner installed at the gate.
22. If electronic bracelet didn't touch the indicated place, the gate will not allow the visitor to enter the Water Park, also electronic bracelet will not be activated which will not give the visitor right to use services provided by the Water Park and to pay for services provided in the Water Park and (or) items purchased by the visitor for credit.
23. Persons without electronic bracelet are not allowed to enter the Water Park.
24. The electronic bracelet available for the visitor allows him to unlock and lock the individual storage locker located in the dressing room, to purchase services and items. At information terminals the visitors can receive information about time spent in the Water Park, to check number of individual locker, credit balance.
25. The time spent by the visitors in the Water Park starts to be recorded from the moment when the visitor has entered through the gate. Validity of electronic bracelet coincides with the duration of visit in the Water Park specified in the purchased ticket.
26. If the visitor lost electronic bracelet, he is recommended to **immediately** contact the Water Park reception and inform the registrar or any other Operator's employee about that. In any case, the visitor, after informing about lost bracelet, is not exempted from the liability to pay fixed fine amount (100 euro). The visitor who lost the bracelet assumes responsibility for the fact that other visitor who will find the bracelet may use it, for example, to open individual storage locker or for the account of the visitor who lost the bracelet to purchase items and (or) services in the Water Park.
27. After leaving the Water Park the visitor must check out at cashier's desk. At that time, exact time spent by the Visitor in the Water Park and the visitor's payable amount for additional services provided in the Water Park and (or) his purchased items is established.
28. According to prices set out in the Water Park price list for additionally spent time in the Water Park (the time for which it was not paid when purchasing electronic bracelet) or delay (the time recorded after the end of working time of the Water Park) or additional services purchased inside of the Water Park, the additional amount is automatically calculated which the visitor is obliged to pay at exit cashier's desk or it is included into the visitor's hotel bill.
29. If the visitor hasn't check out according to established procedure, he is not allowed leave the territory of the Water Park.
30. If the visitor wishes to enter the Water Park again, he must buy a new ticket.
31. Provisions set out in paragraph 30 of these rules are not applied, if the visitor is forced to get out of the Water Park through special exit (for example, in case of evacuation). In this case, electronic bracelet is given to accompanying personnel or registrar.
32. If the visitor left the Park earlier, i.e. hasn't used all his time, the money is not repaid to the visitor.
33. If the visitor doesn't pay for additional time spent in the Water Park and (or) additional services, the money is collected from him according to the procedure set out in the law of the Republic of Lithuania.
34. If the visitors need clarification regarding the use of electronic bracelet, they should apply to any employee of the Water Park.
35. For safety reasons the visitors are video recorded in the Water Park, without breaching the requirements of personal data protection legislation valid in the Republic of Lithuania.
36. The visitors must leave outerwear in the dressing room. Employee of the dressing room is responsible for outerwear, but is not responsible for personal items left in the clothes pockets.
37. After entering through the gate, the visitors must put overshoes on their footwear, wear them, and take off them

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only after leaving through the gate of Water Park. It is allowed to take off footwear, after passing through the gate, and take on slippers. Footwear put into the bags specially intended for them shall be kept in individual storage locker.

38. The visitors who purchased water area and (or) sauna area services must have bathing suit and towel.
39. For persons being inside of the Water Park it is recommended to have slippers which are suitable for humid environment, if persons don't have slippers, they can purchase them in the shop located in the lobby. The Water Park rents towels and bathrobes, and the information about that is entered in the visitor's electronic bracelet. After using rented towels and (or) bathrobes, the visitors must return them to the registrar, when leaving the Water Park, then this return action is recorded in electronic bracelet.
- 40. After coming to the Water Park, the visitors must leave personal items in individual storage locker in the dressing room. These lockers are locked by the visitors, therefore, the administration of the Water Park is not responsible for safety of left belongings and recommends visitors to check if they have locked their locker.**
41. Instructions on how to use storage lockers are provided in dressing rooms.
42. Information on procedure of storage locker use is provided by the Water Park dressing room employees.
43. In case of loss of personal belongings, the visitors are recommended to immediately apply to any of the Water Park employee.
44. The items lost by the visitors in the Water Park or later found by the Water Park employees or other visitors and transferred to the Operator at the discretion of the Operator are kept in the Water Park 2 weeks or are transferred to the police according to the procedure set out in the legislation of the Republic of Lithuania.
45. It is permitted to change clothes only in designated cabins or special dressing area.
- 46. In accordance with the hygiene requirements, all the visitors entering water area of the Water Park must properly wash themselves in shower with soap.**
47. The visitors who receive spa treatment in the Water Park must follow instructions of the Water Park employee who carry out the treatment, taking into account their state of health.
48. The visitors who don't receive the Water Park spa treatment, shall not hinder to carry out the treatment.
- 49. The visitors must leave all areas of the Water Park at least 15 minutes before the end of working time of the Water Park.**
- 50. The visitors must immediately leave the areas of the Water Park, if it is required by the rescuer.**
- 51. Water park visitors have to leave baby stroller by the reception. The visitors can bring baby carrier or child car seat.**
- 52. Children up to 3 years old must wear special diapers adapted for bathing in water. They can also be purchased at the Water Park reception.**
- 53. The visitors who observed Water Park equipment technical failure and (or) violations shall not use the equipment and immediately notify the Water Park employees of observed technical failure and (or) violations. Thank you.**

### **VISITOR'S RIGHTS AND OBLIGATIONS**

54. The visitor has the right to use the Water Park services only after paying the fee for visit in this park of selected duration or after acquiring the rights to use the services of the Water Park by other means established by the Operator.
55. The visitor obligates while being in the Water Park and using its provided services to strictly follow the requirements and recommendations set put in these rules.

### **56. OPERATOR'S RIGHTS AND OBLIGATIONS**

56.1. To change at any time the list of services provided in the Water Park and (or) prices without prior notice.

**56.2. To refuse admission to the Water Park for those visitors who despite warning violate the rules of the Water Park. In this case, the fee paid by the visitor for the ticket (s) is not repaid, and the visitor is not exempted from the liability to pay for items and services acquired by the credit in the Water Park.**

### **57. OPERATOR STRICTLY PROHIBITS TO USE SERVICES FOR:**

57.1. Persons suffering from bacterial, viral, fungal diseases, persons who applied curative ointment on the skin

or its formations, as well as persons who has open wounds and (or) other health disorders which can pose a risk to the person himself or health and (or) life of other visitors.

57.2. Persons inebriated by alcohol, drugs or psychotropic substances. Water park personnel (rescue service) has the right to require a person to perform the inebriation test (the maximum allowed rate is 0.4 per mille) and ask drunk visitor to leave the Water Park. Paid the entrance fee in this case is not repaid.

57.3. Persons with pets.

### **RECOMMENDATIONS FOR THE VISITORS**

58. Administration of the Water Park recommends to the visitors who plan to entertain in the Water Park to make sure that their health state allow to use the services provided by the Park.
59. Taking into account the diversity of Water Park attractions, as well as to physical or mental condition of individual visitor, some attractions may not be recommended for the visitors.
60. For visitors who wear any types of glasses it is recommended to use Water Park services only after fixing glasses with laces.
61. Visitors are strongly recommended not to bring to the Water Park expensive and valuable items (jewelry, necklaces, rings, watches, mobile phones and so on), which can be lost or damaged due to moisture.
62. Recommendations related to specific service provision are set out in other sections of the rules.

### **WATER AND SAUNA AREAS RULES**

#### **63. It is strictly prohibited in water area to:**

- 56.1. Shout, whistle, mislead rescuers by calling help without the reason, run (the visitor can slip and get injured), jostle.
- 63.2. Spit on the floor and in the water, to perform natural needs not in the toilet;
- 63.3. Climb on attractions, handrails, decorations, or otherwise damage the inventory of the Water Park.
- 63.4. Go down on handrails, climb on steel and wooden structures.
- 63.5. Leave children under 13 years old (inclusive) without adult supervision.
- 63.6 To consume alcoholic beverages for minor persons under 20 years old.
- 63.7. Bring to the Water Park own food and beverages, as well as glass and sharp objects;
- 63.8. Smoke.**
- 63.9. Take photos, carry out video recording.
- 63.10. Wear outdoor shoes, except in the lobby.
- 63.11. Wear shoes in the water (except special individually brought footwear suitable for water).
- 63.12. Jostle, brusque, disturb other visitors to use the Water Park services.
- 63.13. Have inflatable wheels which are not designated for certain types of water slides or attractions;
- 63.14. Have own entertainment equipment.
- 63.15. For children under 8 years old to bathe in outdoor swimming pool without swimming safety equipment (inflatable bracelets put on hands, rescue wheels), life jackets.
- 63.16. Jump into the pool from the edge, to dive into the pool, run by the pool edges, swim in places where it is forbidden to swim.
- 63.17. Get into the pools, jacuzzi or get out from them not at the designated locations.
- 63.18. Violate instructions and rules which establish the procedure and way of water slides and other attractions use. In case of ambiguity it is recommended to contact the rescuers.
- 63.19. Go down by water slides by the visitors who violate the requirements of water slides use specified in the rules.
- 63.20. Go down by water slides using the aids, except for special inflatable wheels.
- 63.21. Get into water slide opening and go down at a red light or if the Water Park employees (rescuers) prohibit so.
- 63.22. Create situations that could harm other visitors of the Water Park;
- 63.23. To run up and jump into water slide opening, in order to increase the speed of sliding.
- 63.24. Use water slides by persons weighing more than 130 kg, persons lower than 120 cm and children up to 8 years.
- 63.25. To use open water slide by children under 8 years old without parents.
- 63.26. Use water slides in other positions than those which are provided in information and rules besides water

slides.

- 63.27. Use water slides in state of inebriation of alcohol, drugs and (or) psychotropic substances.
- 63.28. Use water slides by persons whose extremities are plastered or bandaged.
- 63.29. Go down by water slides when the personnel (rescuers) forbids to do so.
- 63.30. Go down by water slides when their operation is stopped due to technical reasons.
- 63.31. Use water slides by pregnant women.
- 63.32. Go down by water slides in groups, except if it is allowed under the rules of water slides use.
- 63.33. After going down by water slide it is necessary to leave as soon as possible the landing pool.
- 63.34. In sauna area the visitors are asked to keep quiet.
- 63.35. In sauna area it is mandatory to have a towel.

**63.36. Before entering the pools, jacuzzi, saunas, and after spending time there, as well as after using the toilet, it is necessary to take a shower.**

- 63.37. It is only allowed to enter dry sauna with a towel, it is necessary to put it on wooden lounge chairs in sauna under the whole body.
- 63.38. Slippers must be left at the entrance to any type of sauna.
- 63.39. In rest rooms it is necessary to put towel on seats and lounge chairs under the whole body.
- 63.40. It is not allowed to occupy seats in saunas in advance.

**64. It is strictly prohibited in sauna area to:**

- 64.1. Bring and use own infusions, essences and bath whisks;
- 64.2. Use any cosmetic products;
- 64.3. Adjust devices in sauna premises;
- 64.4. Use sauna area pool with a depth of 2 m 10 cm by the visitors who cannot swim.

**64.5. Smoke.**

#### **RULES FOR USING WATER PARK MEMBERSHIP CARD**

- 65. Seniors, students, schoolchildren having memberships card and wishing to use services of the Water Park are required to submit the document confirming person's social status.
- 66. Children under 4 years are allowed to enter the water entertainmen park for free;
- 67. Under selling of membership cards, in case of doubts regarding visitor's identity, age etc. the Water Park registrar has the right to require the visitor to submit identification document (passport, secondary school or higher education student card, etc.). In case of failure to submit identification document, the registrar reserves the right to retain the membership card without allowing the customer to enter. If the owner of membership card wishes to recover it, he must apply to the Water Park administration.
- 68. After purchasing of nominal membership card, only the person (s) specified in it can use it. Otherwise, the Water Park registrar has the full right to retain the membership card. In case of purchasing of anonymous membership cards, these prohibitions are not valid. If the owner of membership card wishes to recover it, he must apply to the Water Park administration.
- 69. Duration of the membership can be extended only by permission of the Water Park administration;
- 70. After purchasing the membership card, the customer confirms that he got acquainted with internal rules of the Water Park and is obligated to follow them.

#### **FINAL PROVISIONS**

- 71. For the damage done to the Water Park, property located in it, visitor's property and (or) health the visitor is responsible according to the procedure set out in the laws of the Republic of Lithuania. For the damage done by minor, disabled person their parents, guardians or accompanying persons are responsible.
- 72. Parents, guardians or other persons accompanying minor persons are responsible for acquaintance of minor or disabled persons who arrived together with them with the Water Park internal rules and for following of these rules.
- 73. If the visitor lost electronic bracelet provided to him, he must pay 100 euro fine to the Operator. For damaged or not returned towel the visitor is obliged to pay 18 euro fine, and for bathrobe - 35 euro fine.

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74. The visitor who suffered material and (or) nonpecuniary damage in the Water Park must immediately notify about that any of employee of the Water Park, specifying incident location, time and circumstances. If the visitor doesn't follow this condition, complaints submitted later are not investigated.
75. If the visitor suffered material and (or) nonpecuniary damage in the Water Park due to the fault of the Operator, the Operator is responsible according to the procedure set out in the laws of the Republic of Lithuania.
76. The Operator doesn't investigate the visitor's complaints and is not responsible for material and (or) nonpecuniary damage suffered by the visitor in the Water Park, if the visitor didn't follow the requirements and (or) recommendations of there rules.
77. The Operator is not responsible for the visitors' personal items or for loss and (or) damage of those items, including visitors' bathing suits which were damaged when using water slides.
78. The Water Park is not responsible for consequences occurred to the visitors' health and property or damage done to third parties, doesn't accept and examine claims, if those consequences occurred due to negligence of the visitors, who failed to follow these Rules, information provided in warning signs and notes, as well as legal instruction of the Water Park personnel.

**Thank you for following the Water Park internal rules.**

**REMEMBER THAT YOU ARE RESPONSIBLE FOR YOUR OWN AND OTHER WATER PARK VISITORS' SAFETY!**